

SUSTAINABILITY REPORT 2018





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Board Statement

The Board is pleased to present the second sustainability report of Enviro-Hub Holdings Ltd. ("Enviro-Hub").

Ensuring sustainable consumption and production is one of the United Nations' 17 Sustainable Development Goals (SDGs), which aim to address various economic, environmental and social challenges. At the same time, the transition to a circular economy can contribute towards sustainable development, business efficiency and profitability. Improving waste management is vital to the achievement of the SDGs and is key to a circular economy, which focuses on the sustainable use of natural resources by reducing, reusing and recycling materials in order to minimise impacts on the environment.

As a company that provides environmental management solutions and services, we view our involvement in supporting the circular economy principles as an opportunity to grow our business while contributing to the development of a sustainable and resource-efficient society.

Sustainability is fundamental to our business, which is built around recycling and refining of metals as well as trading of electronic waste (e-waste) and metals. We place high importance on the efficient use of natural resources and materials to reduce the effects of waste on the environment. We have implemented measures to ensure that recyclable materials collected during our operations are diverted from disposal so that they can be processed and turned into other valuable items.

Besides efficient recycling, we recognise the importance of the proper disposal of our customers' ewaste to prevent environmental degradation and to protect customers' data and intellectual property (IP). We seek to ensure that damage to the environment is minimised by using environmentally-friendly methods for the treatment and disposal of e-waste. Further, we recognise that our role in protecting personal data and sensitive information on behalf of our customers is critical since IP protection is one of their main concerns when utilising our services. Hence, we strive to adopt best practices to ensure the protection of customers' data and IP when carrying out our operations.

At Enviro-Hub, sustainability goes beyond our solutions and services. We are committed to safeguarding the health and safety of our employees, creating a positive work environment that attracts and retains talent as well as positively contributing to the local communities in which we operate.

The Board strives to ensure that environmental, social and governance (ESG) issues are incorporated into Enviro-Hub's overall strategy and is responsible for the oversight of the management of Enviro-Hub's sustainability performance. The Board is supported by a sustainability committee established to implement sustainability initiatives.

The involvement of the Board in identifying material ESG topics is necessary to ensure that sustainability is embedded in our policies and procedures, in line with our business strategy. The Board is also involved in the formulation of the targets for each material ESG topic for the upcoming year.

We are proud to share our progress over the past year as we continue on our sustainability journey.

Enviro-Hub Holdings Ltd's Board of Directors



About This Report

This report contains information on the environmental, social and governance ("ESG") policies, performance and data of Cimelia Resource Recovery Pte Ltd ("Cimelia"), Enviro-Metals Pte Ltd ("Enviro-Metals") and HLS Electronics Pte Ltd ("HLS") for the financial year 1 January 2018 to 31 December 2018 ("FY2018"). The scope of the report remains unchanged from the prior year, which includes Enviro-Hub's Singapore-based business operations associated with the recycling and refining of metals as well as the trading of e-waste and metals. The inclusion of other business lines in the sustainability report will be assessed and considered in the following year(s).

This report, published annually, is in accordance with the Global Reporting Initiative ("GRI") Standards, Core option (2016) with the exception of the disclosures for the material factor "Occupational Health and Safety", which adhere to the GRI Standards (2018). The report has been prepared in accordance with the Singapore Exchange SGX-ST Listing Rules 711A and 711B – Sustainability Reporting Guide.

Enviro-Hub welcomes any feedback regarding its sustainability efforts and performance. Please send your comments to info@enviro-hub.com.

Sustainability Governance

A Sustainability Task Force ("STF") was established to promote and support sustainability efforts at Enviro-Hub. The STF, under the oversight of the Chief Financial Officer ("CFO")*, seeks to ensure that ESG topics are integrated into Enviro-Hub's strategic direction and business operations.

The STF is made up of representatives from the Operations and Finance divisions and oversees the implementation of Enviro-Hub's sustainability strategy and policies. The STF also manages and monitors Enviro-Hub's overall sustainability performance, which is presented to the Board on a regular basis.

Enviro-Hub's sustainability performance is benchmarked against its industry peers in the context of its business objectives so that areas for improvement can be identified. We strive to ensure that our sustainability policies are reviewed regularly so that we are able to take remedial actions to address gaps in existing policies and measures to improve our future performance.



Materiality Assessment

In FY2017, a materiality assessment was conducted to identify ESG factors that were important to our business operations and stakeholders. A review was carried out in FY2018 to reassess the ESG factors identified in FY2017. The review included considerations of global and local emerging sustainability trends, industry best practices as well as material topics identified by industry peers.

The material ESG factors in FY2018 remain unchanged from those identified in the previous year and they are presented in the table below:

Sustainability Category	Material Factor
Economic	 Economic Performance
Environment	 Environmental Compliance (including in regards to Emissions, Effluents and Sludge, Auditing by our customers)
Social	 Occupational Health and Safety Talent Attraction and Retention Training and Education Local Communities
Customers	 Protection of Sensitive Information



Stakeholder Engagement

Our stakeholders play an important role in our business operations and have a significant impact on our performance and long-term success. We strive to build lasting relationships with both our internal and external stakeholders by engaging them regularly in order to understand their concerns and interests. Regular engagement with our stakeholders allows us to respond to their needs and address any concerns that they may have. The stakeholder engagement methods, frequency and key topics of interest are summarised in the table below:

Key Stakeholders	Engagement Methods	Frequency	Key Topics of Interest
Investors and Shareholders	Timely and transparent updates of financial results and announcements, business developments, press releases and other relevant disclosures via SGXNet and Enviro- Hub's website	Throughout the year	 Transparent reporting Sound corporate governance practices Business strategy and outlook
	Roadshows and investor conferences	Throughout the year	
	One-on-one meetings and site visits	Throughout the year	-
	Annual General Meeting	Annually	-
Employees	Induction programme for new employees	Throughout the year	 Equitable remuneration Fair and competitive
	Training and development programmes	Throughout the year	employment practices and policies
	Career development performance appraisals	Annually	Safe and healthy work environment
	Recreational and wellness activities	Throughout the year	Employee development and well-being
	Regular e-mails, meetings and town-halls sessions	Throughout the year	
Customers	Feedback from customers	Throughout the year	 Comments and potential room for improvement in delivering goods and services
	Independent audit from our customers	Annually/ Biannual	 IP protection and data security
Government and Regulators	Meetings and dialogue sessions	Throughout the year	 Compliance with and updates on changing laws and regulations



Economic Performance

Our economic performance affects all of our stakeholders and is, therefore, a key material factor for us. Enviro-Hub seeks to deliver continued growth and sustainable returns to our stakeholders by maintaining a strong economic performance while making a contribution to the local economy.

Please refer to pages 41 to 119 of the Annual Report for more information regarding Enviro-Hub's economic performance.



Customers

Protection of Sensitive Information

Performance Against FY2018's Target		
Zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data		
Achieved	Achieved	
Target for FY2019		
Maintain/achieve zero incidences of substantiated complaints concerning breaches of		
customer privacy and losses of customer data		

Data theft is one of the risks of improper e-waste recycling. Electronic devices and used equipment that are not recycled or disposed of in a safe and responsible manner can have their data and information stolen or reused without consent. Therefore, protecting customer data is of paramount importance to us during the recycling process since our clients' electronic waste contains highly sensitive data and intellectual property.

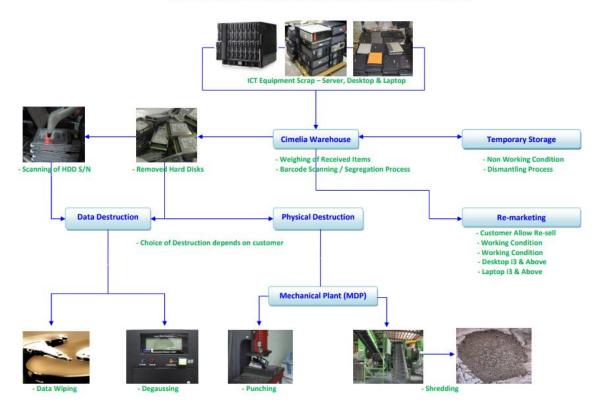
At Enviro-Hub, we have put in place measures to comply with the requirements of data protection laws and regulations, such as the National Institute of Standards and Technology (NIST) SP 800-88 Guidelines (R2 certificate covers NIST 800). We ensure that information and data stored on clients' electronic devices are completely removed before they are recycled or reused. Further, Cimelia's degausser model MW 1B, which is used to remove data stored on hard drives and magnetic tape, complies with the U.S. National Security Agency standards.

Our e-waste recycling services involve the following processes, which are designed to protect our customers' sensitive information:

- data wiping
- degaussing (hard-disk drives only)
- punching of hard-disk drives
- manual physical destruction/recycling
- shredding
- mechanical plant crushing



Cimelia's Process Flowchart for ICT Recycling & Data Destruction



Cimelia's Process Flowchart for ICT Recycling and Data Destruction

In addition, closed-circuit television (CCTV) cameras have been installed to protect the company's assets and customers' intellectual property (IP). In FY2018, there were zero incidences of substantiated complaints concerning breaches of customer privacy and losses of customer data.

DATA STORAGE MEDIA DESTRUCTION

At Cimelia, several measures have been taken to protect customers' sensitive information and intellectual property. These measures include providing customers with locking recycling bins so that they can collect the e-waste at Cimelia's facility where the data destruction work is carried out. Locks are provided to customers to prevent their electronic devices from theft and to protect their data from unauthorised access if lost or stolen. Also, security seals with serial numbers are used to ensure that the recycling bins are not tampered with. The bins will be collected when they are about 75% filled.



Environment

Environmental Compliance

Performance Against FY2018's Targets			
Achieved	 Zero incidents of non-compliance with environmental laws and regulations Complied with the required Singapore Civil Defence Force (SCDF) - National Company Emergency Response Team (CERT) standard 		
Targets for FY2019			
Maintain zero incidents of non-compliance with environmental laws and regulations			
• Meet the Company Emergency Response Team (CERT)'s requirement from the Singapore			
Civil Defence Force (SCDF)			

As old electronic devices are replaced with newer models, the amount of used and obsolete products increases, making e-waste one of the fastest growing waste streams. When improperly disposed of, e-waste can pose a threat to human health and the environment through air, water and soil pollution.

Enviro-Hub recognises the potential hazards and consequences associated with the improper disposal of e-waste and strives to protect the environment by complying with relevant environmental laws and regulations, such as the Environmental Protection and Management Act and Regulations, the Hazardous Waste Act, the Prevention of Pollution of the Sea Act and the Fire Safety Act. Furthermore, various internal policies, which include the Cimelia Quality, Environmental, Health and Safety (QEHS) Policy, have been established to ensure that we adhere to environmental laws and regulations.

In order to protect the environment, the National Environment Agency (NEA) started licensing general waste disposal facilities from 1 August 2017. Both Cimelia and HLS have obtained their licenses for their waste disposal facilities. We continue to work with NEA to ensure that we meet all the regulatory requirements.

We strive to stay up-to-date with the latest changes in environmental laws and regulations that are applicable to Enviro-Hub by visiting relevant government agencies' websites and providing training to our employees and directors regularly. A technical manager is responsible for assessing and determining the training needs of each employee. We also receive letters from NEA and emails from various training service providers when there are changes to existing laws and regulations.

Our outsourced vendors and suppliers are required to undergo a rigorous assessment and evaluation process to ensure that they demonstrate compliance with all applicable environmental laws and regulations. All incidents of non-compliance reported will be investigated so that corrective actions can be taken.

In addition, various processes and checks have been put in place to ensure that we comply with environmental laws and regulations. During the year, we have received the following certifications:

- ISO 14001:2015
- ISO 9001:2015
- OHSAS 18001:2007
- R2:2013 (Responsible recycling standard for effective recycling of electronic waste)



In FY2018, there were zero incidents of non-compliance with environmental laws and regulations reported.

ENERGY SAVINGS PLAN

HLS Electronics Pte Ltd implemented an energy savings plan to keep its utility bill below \$500 per month for the year in an effort to reduce energy consumption. The following measures have been implemented to create operational excellence and to reduce the energy use at HLS Electronics:

- ✓ Replacing light fixtures, bulbs and other electronic appliances with Energy Star¹ or similar rated equipment for energy consumption savings
- Implementing ventilation strategies that improve the effectiveness of natural ventilation as well as provide adequate air quality
- ✓ Educating employees on smart energy usage through various programmes and activities
- ✓ Keeping work areas bright by installing energy-efficient lighting in all work areas in order to comply with the local regulatory code and to protect the safety of employees

The implementation of these measures led to a saving on our utility bill, which was less than \$500 for each month of 2018.

¹ Energy Star is a U.S. Environmental Protection Agency voluntary programme that helps businesses and individuals reduce costs and protect the environment through using energy efficiency products.



INSTALLATION OF SCRUBBERS



Acid and cyanide scrubbers at Cimelia

At Cimelia, we strive to prevent the improper disposal and treatment of electronic waste (ewaste) as it contains toxic heavy metals such as lead and calcium, which can have adverse impacts on the environment and human health. The e-waste collected is dismantled and segregated into different streams. Part of the e-waste may be sent for crushing and grinding.

Cyanide and acids are used to treat e-waste in order to recover the metals contained in the waste. Toxic cyanide and acid fumes generated through this process are treated before being discharged into the atmosphere in order to reduce their adverse effects on human health. Also, scrubbers are installed to neutralise these toxic gases as a means of reducing emissions.



Social

Occupational Health and Safety

Performance Against FY2018's Target(s)		
\checkmark	Zero workplace fatalities and injuries	
Achieved		
Targets for FY2019		
Maintain/achieve zero fatalities/or injuries		
Attain ISO 45001-2018 certification (HLS)		

At Enviro-Hub, we are committed to protecting the health and safety of our employees by building a strong safety culture in the workplace. We have implemented internal policies to minimise potential injuries and strive to adhere to local safety laws and regulations, which include the Workplace Safety and Health Policy, the Employment of Foreign Workers Act, the Environmental Protection and Management Act and Regulation, the Environmental Health Act and the Fire Safety Act et cetera.

A health and safety committee has been established to ensure that health and safety policies are fully implemented. In order to manage eliminate health and safety risks, we conduct operational risk assessments on a regular basis, ensuring that employees and contractors in our operations are kept safe from injury and ill-health. All reported incidents and accidents are investigated and preventive and corrective actions are taken.

In addition, our employees receive occupational health and safety training. In FY2018, our employees received a total of 335² hours of occupational health and safety training. We aim to increase our occupational health and safety training hours in the following year.

In 2018, we have implemented an Occupational Health and Safety Improvement Plan. This includes various initiatives to improve the management of occupational health and safety, such as:

- Carrying out environment, health and safety (EHS) and fire safety inspections on a monthly basis and taking corrective action(s) for violations of EHS rules and regulations
- Providing employees with health and safety training and information on the potential health risks and safety hazards in the work environment and the proper precautions to undertake
- Requiring the presence of a safety manager who conducts bi-annual spot checks and timely investigation and execution of preventive and corrective actions based on incidents reported by employees and visitors
- Conducting monthly site meetings with project consultants to discuss health and safety (injuries), environmental (e.g. mosquito breeding, noise) and any other ad-hoc matters
- Conducting daily tool box meetings³ to raise and discuss any EHS concerns from operational staff members
- Providing an open channel of communication across all levels to gather feedback and comments on health and safety related issues
- Employing security officers who operate 24/7 and conduct inspections and spot checks on a daily basis

² The training hours figure includes employees at Enviro-Hub, Cimelia, Enviro-Metals and HLS.

³ Tool box meetings are short meetings held to discuss safety issues.



• Engaging a contractor to provide inspections on a weekly basis and treatments for the control of mosquitoes, cockroaches, common ants and rodents

There were zero workplace fatalities and injuries recorded in FY2018.

Talent Attraction and Retention

Perfor	mance Against FY2018's Target
•	Number of employee turnover: 24 employees (monthly rate: 2.6%)*
Target	t for FY2019
•	Maintain an employee turnover rate within the industry average

Our employees play a crucial role in our long-term success. We are, therefore, dedicated to attracting talent, providing employees with training and development opportunities and caring for their wellbeing.

At Enviro-Hub, we have well-established processes and procedures covering areas such as recruitment, rewards and recognition to recruit, reward and retain employees. Our human resources policy includes guiding principles of the various human resource management processes and policies relating to working hours, leave and other employment benefits, remuneration and bonuses and conflict of interests. All our employees receive performance evaluation reviews each year.

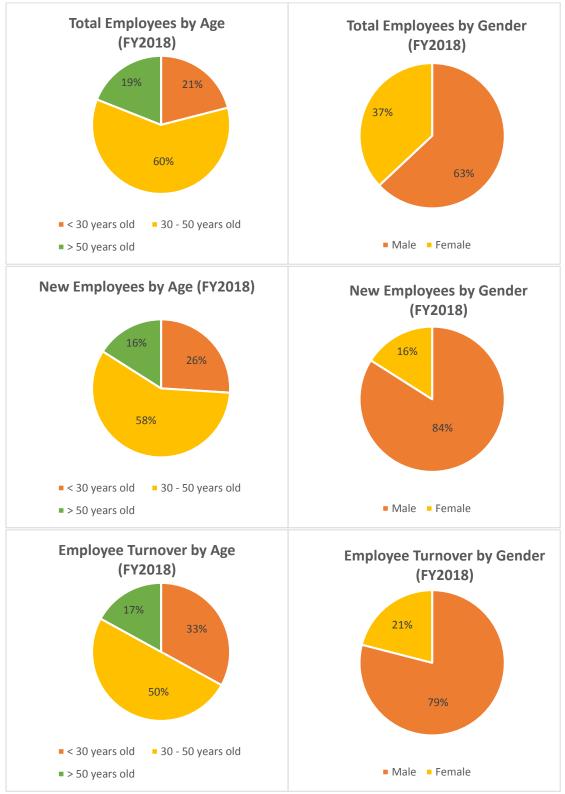
As of 31 December 2018, Enviro-Hub had 78 employees and all of them were based in Singapore. 60% of Enviro-Hub's employees were within the 30-to-50-year age group. The average monthly new hire rate for the year was 2.0%⁴ while the average monthly turnover rate was 2.6%⁵. Enviro-Hub continues to streamline its operation and explore automation processes in order to improve the efficiency of its recycling facilities. As a result, there were less employees recruited in FY2018.

⁴ Average monthly recruitment rate in 2018: 2.5% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower

⁵ Average monthly resignation rate in 2018: 2.2% (Production & Transport Operators, Cleaners & Labourers). Source: Ministry of Manpower

^{*}The monthly employee turnover rate in FY2018 was 18% above the industry average.





We strive to increase employee satisfaction and improve employee engagement by creating a positive working environment and improving our communication with them. Programmes and activities such as lunch time talks, annual Christmas lunch, and end-of-year celebration are held to improve the wellbeing of our employees. We seek to foster open communication between employees and management by providing an environment that encourages our employees to share their ideas and concerns, both positive and negative.



At Enviro-Hub, we do not discriminate against age, as age is not a selection criterion used when advertising, shortlisting or selecting job candidates. We also offer our employee unpaid leave of up to two months for unexpected care needs in order to reduce employee turnover. This initiative allows employees to enjoy longer periods of rest while taking time to attend to personal matters.

Training and Education

Performance Against	FY2018's Targets
Achieved	 Average hours of training per employee: 14⁶ Various initiatives were implemented to encourage self-learning amongst employees for career development Various internal and external training opportunities were offered to employees
Targets for FY2019	
development	ntive initiatives to encourage self-learning amongst employees for career : ant internal and external training opportunities to improve workers' skills and

To support the development of our employees, we provide them with regular training throughout the year, which allows them to be equipped with relevant skills to meet industry needs. Training courses attended in 2018 include WSQ Operate Forklift Course, Forklift Refresher Course, Risk Management Implementation, WSQ Respond to Fire Emergency in building, First Aid Course Training and ISO 45001: 2018 Internal Auditor Training.

Our employees also receive training on leadership and compliance-related topics. Additional training is provided to employees who do not meet the performance expectations and various career advancement opportunities are offered to our employees to encourage employee retention. We have developed a training plan for 2019 that includes IT, Digital and SAP training. As of 31 December 2018, 17 employees at Enviro-Hub received an average of 14 hours of training.



Local Communities

Performance Against FY2018's Target				
Supported take back programmes and e-waste recycling projects that have a positive impact on local communities				
Achieved	Achieved			
Targets for FY2019				
Organise Global Environment Day with our staff				
• Collect 10 tonnes of e-waste in FY2019 through the Singtel x SingPost E-Waste				
Programme				

Enviro-Hub engages and works with local communities to improve waste management in our efforts to support a circular economy. We strive to contribute to build a zero-waste society by encouraging local community members to reuse waste items and recycle electronic waste.

We strive to build close relationships with local communities and are committed to giving back through various initiatives. We continue to support take back programmes and e-waste recycling projects that have a positive impact on local communities. We seek to increase awareness about environmental protection among local communities by working with town councils, local schools and polytechnics to educate students and the public and provide information on the environmental impacts of improper disposal of electronic waste. In addition, our employees participate in various CSR activities throughout the year.

SINGTEL X SINGPOST E-WASTE PROGRAMME

The programme, which began in 2017, allows the public to dispose of their e-waste such as mobile phones and chargers, laptops and tablets, modems and routers and other related accessories like lithium batteries and cables at selected Singtel Shop and Singtel Exclusive Retailer outlets and post offices across Singapore. In FY2018, 14 tonnes of e-waste were collected and then sent to Cimelia's facility for recycling.

Members of the public had the opportunity to participate in a lucky draw held in conjunction with the ReCYCLE 2018 Anniversary Campaign organised by Singtel and SingPost from 5 June to 31 July 2018. Participants were offered a chance to win twenty sets of S\$200 Singtel Vouchers and SingPost Limited Edition Lego Collectibles by recycling their unwanted mobile phones.



Singtel X SingPost E-Waste Programme

We continue to create awareness about recycling by working with our vendor, Schneider Electric, to encourage its employees to recycle electronic waste. Items such as metals, plastics, aluminium, stainless steel and copper are collected from Schneider Electric and recycled by HLS. The proceeds from the recycling programme are used to assist a charity organisation, Willing Hearts, and to provide hot meals to lower-income families. Schneider Electric aims to expand this initiative to other countries such as Malaysia, Vietnam, Indonesia and Thailand in FY2019.

Also, a recycling awareness programme was conducted by HLS and DBS Bank in FY2018. Cimelia's employees continued to take part in various CSR activities, such as the Singtel x Singpost E-Waste Programme as well as the e-waste recycling programme at CapitaLand Properties during the same year.



GRI Content Index

GRI Standa	ards (2016)	Notes/Page number(s)	
General D	isclosures		
Organisati	onal Profile		
102-1	Organisation's name	Enviro-Hub Holdings Limited	
102-2	Activities, brands, products and services	Annual Report 2018 – Corporate Profile, Page 2	
102-3	Location of headquarters	Annual Report 2018 – Corporate Information, Page 1	
102-4	Location of operations	Annual Report 2018 – Corporate Profile, Page 2	
102-5	Ownership and legal form	Annual Report 2018 – Group Structure, Page 3	
102-6	Markets served	Annual Report 2018 – Corporate Profile, Page 2	
102-7	Scale of the organisation	Annual Report 2018 – Financial Highlights, Page 12 Talent Attraction and Retention, Pages 13-15	
102-8	Information on employees and other workers	Talent Attraction and Retention, Pages 13-15	
102-9	Supply chain	Not applicable, supply chain is minimal and insignificant.	
102-10	Significant changes to organisation and its supply chain	No significant changes during FY2018	
102-11	Precautionary principle or approach	Environmental Compliance, Page 11	
102-12	External initiatives	Enviro-Hub supports and complies with the International Organisation for Standardisation (ISO) and Responsible Recycling practices for Use in Accredited Certifications Programmes (R2) standards.	
102-13	Membership of associations	Enviro-Hub is a member of the Waste Management & Recycling Association of Singapore.	
Strategy		•	
102-14	Statement from senior decision- maker	Board Statement, Page 2	
Ethics and	Integrity		
102-16	Values, principles, standards and norms of behaviour	Annual Report 2018 – Corporate Vision; Corporate Mission, cover page	
Governan	ce	•	
102-18	Governance structure	Sustainability Governance, Page 3 Annual Report 2018 – Group Structure, Page 3	
Stakehold	er Engagement	•	
102-40	List of stakeholder groups	Stakeholder Engagement, Page 5	
102-41	Collective bargaining agreements	Not applicable, no collective bargaining agreements are in place.	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement, Page 5	
102-43	Approach to stakeholder engagement	Stakeholder Engagement, Page 5	
102-44	Key topics and concerns raised	Stakeholder Engagement, Page 5	
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102-45	Entities included in the consolidated financial statements	Annual Report 2018 – Audited Financial Statements, pages 41-119	
102-46	Defining report content and topic Boundaries	About This Report, Page 3 Materiality Assessment, Page 4	
102-47	List of material topics	Materiality Assessment, Page 4	



102-48	Restatements of information	There has been no restatement of figures or
102 .0		information disclosed in our previous report.
102-49	Changes in reporting	Materiality Assessment, Page 4
102-50	Reporting period	About This Report, Page 3
102-51	Date of most recent report	The Sustainability Report FY2017 was published on 27 December 2018.
102-52	Reporting cycle	About This Report, Page 3
102-53	Contact point for questions regarding the report	About This Report, Page 3
102-54	Claims of reporting in accordance with GRI Standards	About This Report, Page 3
102-55	GRI content index	GRI Content Index, Pages 18-20
102-56	External assurance	Enviro-Hub has not sought external assurance on this report but may do so in the future.
Material T	opics	
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201-1	Direct economic value generated and distributed	Economic Performance, Page 6 Annual Report 2018 – Audited Financial Statements, pages 41-119
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Economic Performance, Page 6 Annual Report 2018 – Audited Financial Statements, pages 41-119
103-2	The management approach and its components	Materiality Assessment, Page 4 Economic Performance, Page 6 Annual Report 2018 – Audited Financial Statements, pages 41-119
103-3	Evaluation of the management approach	Materiality Assessment, Page 4 Economic Performance, Page 6 Annual Report 2018 – Audited Financial Statements, pages 41-119
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307-1	Non-compliance with environmental laws and regulations	Environmental Compliance, Pages 9-11
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Environmental Compliance, Pages 9-11
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Environmental Compliance, Pages 9-11
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Environmental Compliance, Pages 9-11
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401-1	New employee hires and employee turnover	Talent Attraction and Retention, Pages 13-15
103-1	Explanation of the material topic and its boundary	Materiality Assessment, Page 4 Talent Attraction and Retention, Pages 13-15
103-2	The management approach and its components	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Talent Attraction and Retention, Pages 13-15
103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4 Talent Attraction and Retention, Pages 13-15



	onal Health & Safety (GRI Standards 2018)	
403-9	Work-related injuries	Occupational Health and Safety, Pages 12-13
103-1	Explanation of the material topic and	Materiality Assessment, Page 4
	its boundary	Occupational Health and Safety, Pages 12-13
103-2	The management approach and its	Sustainability Governance, Page 3
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103-3	Evaluation of the management	Sustainability Governance, Page 3
	approach	Materiality Assessment, Page 4
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404-1	Average hours of training per year per	Training and Education, Page 15
	employee: average training hours per	
	employee by gender and by employee	
	category	
103-1	Explanation of the material topic and	Materiality Assessment, Page 4
I	its boundary	Training and Education, Page 15
103-2	The management approach and its	Sustainability Governance, Page 3
105-2	components	Materiality Assessment, Page 4
	components	Training and Education, Page 15
103-3	Evaluation of the management	Sustainability Governance, Page 3
102-2		
	approach	Materiality Assessment, Page 4
		Training and Education, Page 15
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413-1	Operations with local community	Local Communities, Pages 16-17
	engagement, impact assessments and	
	development programs	
103-1	Explanation of the material topic and	Materiality Assessment, Page 4
	its boundary	Local Communities, Pages 16-17
103-2	The management approach and its	Sustainability Governance, Page 3
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103-3	Evaluation of the management	Sustainability Governance, Page 3
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418-1	Substantiated complaints concerning	Protection of Sensitive Information, Pages 7-8
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	losses of customer data	
103-1	Explanation of the material topic and	Materiality Assessment, Page 4
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103-3	Evaluation of the management approach	Sustainability Governance, Page 3 Materiality Assessment, Page 4